



## First edition of the Community Development Program (CDP) Provider newsletter

Welcome to the first edition of the CDP Provider newsletter. Each month we'll use this to give you updates about CDP. Keep an eye out in your inbox for the next edition.

CDP services are gradually returning with some adjustments to arrangements due to the COVID-19 response. Some regions are in the initial servicing period and others have progressed to the increased servicing period (read more about this below). The NIAA will inform each region when they may offer further services.

I'd like to thank providers who have been involved in our monthly state/territory-based teleconferences which started this month. Feedback so far is that these will support better two-way communication about CDP. I'll be continuing these teleconferences as the gradual return of CDP services progresses.

As always, if you do have specific questions about your region and what CDP services you should be delivering, please talk to your NIAA Contract manager.

In the August edition of the CDP Provider newsletter you'll read about:

- [Gradual return of CDP services](#)
- [CDP Employee Incentive Fund \(EIF\) and JobKeeper payment](#)
- [Communication tools](#)
- [CEO teleconferences](#)
- [CDP Payments guide](#)
- [Provider Performance Review](#)
- [1,000 Jobs Package supporting business to hire new staff](#)

Warm regards

Chloë Bird

## Gradual return of CDP Services

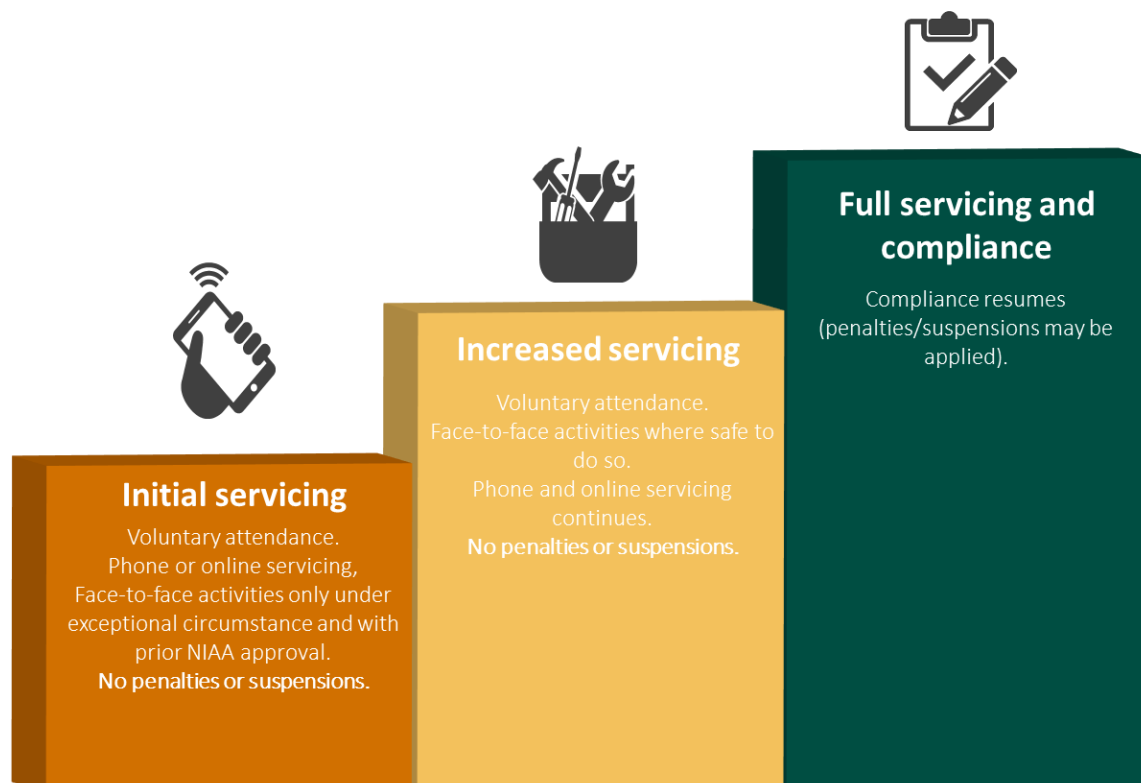
CDP services are gradually resuming on a jurisdiction by jurisdiction basis with voluntary job seeker participation.

Western Australia, the Northern Territory and Queensland regions moved to increased servicing on 10 August 2020.

New South Wales and South Australia began their initial period of the gradual return to servicing on 11 July 2020.

NIAA will advise you in writing when your state or territory will move into the next servicing period, including when you can resume full servicing and compliance arrangements.

For now, it's important that you **do not** apply penalties or suspensions to CDP job seekers.



## What the changes mean to you

### Initial servicing

You should not apply any compliance action for job seeker non-compliance, including for refusing work.

This initial period is an important first step to getting job seekers ready to participate in CDP again.

During this initial period, you should re-engage with job seekers to refresh job plans, including activities, and participate in appointments online or on the phone.

You can only run face-to-face services in exceptional circumstances with your NIAA Regional Manager's approval. Along with this approval, you will need an up-to-date and documented risk plan that is consistent with your state/territory health authority's directives.

For more information, refer to the **Initial servicing fact sheet** and **Frequently Asked Questions** attached. These will also be available on the Provider Portal.

### Increased servicing

You should not apply any compliance action for job seeker non-compliance, including for refusing work.

Under increased servicing, CDP services can be offered face-to-face, including group activities if safe to do so. You should also continue to offer phone and online appointments.

You do not require approval from your NIAA Regional Manager for face-to-face activities.

**Important:** Face-to-face appointments and activities can only happen if it is consistent with your state/territory health authorities' advice and any travel restrictions. You will need an up-to-date risk plan for face-to-face services.

For more information, refer to the **Increased servicing fact sheet** and **Frequently Asked Questions** attached. These will also be available on the Provider Portal.

### Full servicing and compliance

No CDP regions are in this period.

NIAA will advise you in writing when full servicing and compliance can commence and any associated requirements.

### Further information about gradual return of CDP services

We've attached further information to help you understand what you need to do during this time.

These include:

- Fact Sheets – Initial servicing and Increased servicing
- Frequently Asked Questions

Please contact your NIAA Contract Manager if you have suggestions for future communication tools or feedback.

### CDP Employee Incentive Funding and JobKeeper payment

To support job retention and employment links, the government will allow employers accessing JobKeeper to remain eligible for Employer Incentive Funding (EIF), provided all other conditions for EIF eligibility are met. Formal legal notification of this eligibility was emailed to Head Agreement contacts on 18 August 2020.

An employer accessing the 1000 Jobs program can only claim payment under that program for the portion of an employee's wage not covered by JobKeeper. This is because JobKeeper and 1000 Jobs payments are both made to employers with the requirement that they pass this on to their employees as wages. In contrast, the EIF is an incentive to employ participants and can be used flexibly.

### CDP provider CEO teleconferences

The NIAA has commenced regular monthly teleconferences with CDP Chief Executive Officers, organised by state and territory. These meetings are an opportunity to discuss the gradual return of CDP services, give feedback, share updates and reflect on lessons learnt. These teleconferences are also a chance for CDP CEOs and NIAA staff to discuss local issues in detail. If you have specific topics you would like to cover in the upcoming teleconference, please let Pip McCourt ([Pip.Mccourt@niaa.gov.au](mailto:Pip.Mccourt@niaa.gov.au)) and Jennifer Phillips ([Jennifer.Phillips@niaa.gov.au](mailto:Jennifer.Phillips@niaa.gov.au)) know.

## General program updates

### CDP Payments guide

The NIAA has amended the CDP Payments guide, focusing on documentary evidence requirements. A revised CDP Payments guide has been published on the CDP Provider Portal (effective 14 August 2020).

Any assurance projects or compliance action relating to claims made after 14 August 2020 will be assessed in accordance with the updated Payments guide.

The amendments clarify eligibility conditions and documentary evidence requirements.

Key changes are:

- Addition of an explanation of allowable breaks – this further defines allowable breaks (including COVID-19 clause) and evidence requirements;
- Inclusion of information about Automated Special Claim Overrides;
- Addition of a documentary evidence table, clearly outlining the evidence requirements for each employment outcome claim.

We will continue to review guidance material to ensure it is meeting the intended program outcomes and is clear advice to you.

### Provider Performance Review

The next Provider Performance Review is scheduled for October 2020. This review will be a modified assessment, to take account of the adjusted operating environment during the response to COVID-19.

The NIAA will adapt aspects of the usual performance framework, focusing on your efforts to re-engage job seekers and re-establish services in line with each jurisdictional health advice and the instructions issued by NIAA about the gradual return to services.

Please refer to the Frequently Asked Questions attached to this email for detailed information. If you have any questions about the Provider Performance Review please contact the NIAA Performance and Assurance Section at [CDPPerformance@niaa.gov.au](mailto:CDPPerformance@niaa.gov.au).

### 1,000 Jobs Package supporting business to hire new staff

[Applications are open](#) for the 1,000 Jobs Package offering wage subsidies to employ [Community Development Program \(CDP\)](#) participants in new jobs across remote Australia. Employers could receive up to \$56,102 (GST exclusive) over two years, to help them hire new staff in ongoing positions. Eligible employers under the Youth Engagement Jobs Stream could also receive an additional \$1,000 to support youth engagement in communities. CDP Participants engaged in Youth Support positions may be eligible for a bonus of up to \$2,000 over two years. Find out [how to apply](#) or contact [1000jobspackage@niaa.gov.au](mailto:1000jobspackage@niaa.gov.au).

### Want to know more?

The NIAA website has a section dedicated to [COVID-19 support for Indigenous Australians](#). Information on this page is updated regularly, as is the [COVID-19 page](#) on [Indigenous.gov.au](http://Indigenous.gov.au).

On these pages you will also find information about the [temporary CDP arrangements](#).

For more details please contact your NIAA Contract Manager and check out the CDP Provider Portal.